

# TRICARE Europe

## Release

*"Your passport to quality health"*

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### TRICARE During Your PCS Move

If you are enrolled in TRICARE Europe Prime and are scheduled for a Permanent Change of Station (PCS) move in the near future, you will remain enrolled for a maximum of 60 days from the date you fly out of the TRICARE Europe region. Transferring your TRICARE Prime benefit is easy with a little preparation on your part.

Your first step is to let your current TRICARE Service Center (TSC) know that you are moving *before you move*. This protects you and your family from incurring unnecessary charges for unexpected emergency health care needs while you travel back to the states or to another overseas location. You can also receive the location and phone number of the TSC at your next location here. Ensure you also carry your TRICARE Europe Passport with you when you travel.

When you arrive at your next assignment, stop by your new TSC as soon as possible. Here you will be provided information about locally available TRICARE programs so you can make an informed choice about your family's health care. While Active Duty members must remain enrolled in Prime, family members may have several choices.

If you decide to keep your family members enrolled in Prime at your new location, all you need to do is complete a form to transfer enrollment and obtain a new Primary Care Manager (PCM). Your new TSC will help you accomplish this. If you do not transfer enrollment of your family members,

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they will automatically revert to TRICARE Standard at the end of their TRICARE Europe Prime enrollment period. This period ends 60 days from the date you fly out of the TRICARE Europe region.

If you need emergency health care while you are in transit to your next assignment, go to the nearest military or civilian emergency room. If the care you need is not an emergency, wait until you enroll in your gaining TRICARE region to schedule an appointment. If you cannot wait, contact TRICARE Europe for assistance at your earliest convenience. This step will help ensure that your claim is properly processed.

Contacting TRICARE Europe

- Dial 1-888-777-8343 if you are in the continental U.S.
- Dial 06302-67-6374 if you are in Germany
- Dial 1-866-TEUROPE if you are in any other country in Europe. This is an AT&T toll-free number. You will need the access code from the country in which you are dialing. Access codes and dialing instructions are available at [www.att.com/browse](http://www.att.com/browse)

If you receive care from a civilian provider during your PCS, you may be expected to pay first and then file the claim yourself. However, the claim will normally be filed for you if your civilian provider is part of the TRICARE network. You can get advice on where to find TRICARE providers by calling the nearest TSC. Contact numbers for TSCs worldwide are listed in your TRICARE Europe Passport. In any event, you need to ensure that all claims acquired during your PCS are mailed to:

Family Members  
TRICARE Europe  
WPS — Foreign Claims  
P.O. Box 8976  
Madison WI 53708-8976

Active Duty members  
TRICARE Europe  
WPS - Active Duty Claims Processing  
P.O. Box 7968  
Madison, WI 53707-7968

As a TRICARE Europe Prime enrollee, you should use these addresses to mail claims received from care delivered anywhere in the U.S. or abroad.

Remember to add your local TRICARE Service Center to your outprocessing checklist. Your TSC should be one of your first and last stops every time you PCS.